

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO**

DOCKET NO. 95A-531EG

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THE APPLICATION OF PUBLIC SERVICE COMPANY OF COLORADO FOR COMMISSION AUTHORIZATION: (1) TO MERGE WITH THE SOUTHWESTERN PUBLIC SERVICE COMPANY THROUGH THE FORMATION OF A REGISTERED PUBLIC UTILITY HOLDING COMPANY; AND FOR ISSUANCE OF SECURITIES IN CONJUNCTION THEREWITH; AND (2) TO IMPLEMENT A FIVE-YEAR REGULATORY PLAN WHICH INCLUDES AN EARNINGS SHARING MECHANISM; FOR ESTABLISHMENT OF A PROCEDURAL SCHEDULE; AND FOR SUCH OTHER RELIEF AS MAY BE APPROPRIATE OR NECESSARY.

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**ORDER GRANTING EXTENSION OF  
TIME AND WAIVING RESPONSE TIME**

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Mailed Date: April 14 , 2004  
Adopted Date: April 13, 2004

**I. BY THE COMMISSION**

**A. Statement**

1. This matter comes before the Commission for consideration of the Motion for Extension of Time to File QSP Report (Motion) and Request for Waiver of Response Time filed on April 1, 2004, by Public Service Company of Colorado (Public Service or Company).

2. Public Service requests a 45-day extension of time to file the portion of its 2003 Electric Quality of Service (QSP) Report and supporting reports that address the Company's Electric Service Unavailability Performance Measure. Public Service represents that it will file, as required on April 1, 2004, the portion of the 2003 Electric QSP Report that addresses the Customer Complaints and Telephone Response. Public Service also represents that it will timely file its 2003 Gas QSP Report.

3. Public Service requests that Staff of the Commission (Staff) be permitted to file its full responsive report on or before June 15, 2004.<sup>1</sup> The Company has contacted Staff and is authorized to represent that Staff has no objections to this Motion.

4. Public Service requests that response time to the Motion be waived.

5. In support of its request, Public Service states that changes in the Company's internal systems have not allowed it to complete the reports on Electric Service Unavailability Performance Measure. As justification for the waiver of response time, the Company contends that Staff is the only party required to file a response to the Company's Electric QSP Report and Staff is in agreement with the Motion.

#### **B. Findings**

6. Public Service is required to file an Electric QSP Report on April 1 each year that provides results for the previous calendar year for performance on customer complaints, telephone response, and electric service unavailability. In the Electric QSP Report the Company also indicates the amount, if any, of bill credits that will be disbursed to customers. Public Service is required to apply bill credits to electric customer bills during the July billing cycle. Bill credit amounts not remitted by the end of the July billing cycle accrue interest beginning after the September billing cycle at a rate equal to the Company's customer deposit rate.

#### **C. Conclusions**

7. We find good cause to grant the motion for a 45-day extension of time for Public Service to submit the portion that addresses the Electric Service Unavailability Performance

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<sup>1</sup> Staff is required to review and verify Public Service's results and to submit a report to the Commission by May 1 of each year.

Measure of its 2003 Electric QSP Report. We also grant the request to permit Staff to file its full report on or before June 15, 2004. Response time to the motion shall be waived.

8. In granting this motion, we make clear that to the extent any 2003 bill credits are due to retail ratepayers under the Electric QSP, the Commission, by this Order, is not granting any extension of time for the bill credit disbursement.

## **II. ORDER**

### **A. The Commission Orders That:**

1. The Motion for Extension of Time to File Quality of Service Plan Report filed by Public Service Company of Colorado is granted consistent with the discussion above.

2. Response time to the motion is waived.

3. This Order is effective on its Mailed Date.

**B. ADOPTED IN COMMISSIONERS' WEEKLY MEETING  
April 13, 2004.**

THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

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Commissioners

COMMISSIONER JIM DYER ABSENT.